



E911 TRAINING POLICY

Cancels:

E 911 Training Policy, July 1, 2007

See Also:

E911 County Contracts
E911 Coordinator Forum Attendance Policy
E911 Public Education Policy
E911 Travel Policy

TRAINING

This policy applies to counties with contracts.

1. Training Reimbursements

The State Office may request additional documentation to support a county's training reimbursement request.

2. Statewide Services (Coordinator Professional Development) Section of County Contract

- a. Statewide services benefit all counties. The following training is part of the Coordinator Professional Development series reimbursed through county contracts:
 - Coordinator Forums: See E911 Coordinator Forum Attendance Policy.
 - Mid Year Review and Application Workshops: Travel expenses for the 911 Coordinator and one PSAP/E911 Office employee to attend State Office workshops relating to the contract, including application and mid-year review workshops.
 - State E911 Office Sponsored Training: Travel expenses for the 911 Coordinator to attend training sponsored by the state office in conjunction with a Coordinator Forum.
 - National Conferences: Funding is not to exceed \$2,000 per year for 911 Coordinator or Designee (must be employee of primary PSAP/E911 Office employee to attend national 911-related conferences and/or training. Eligible training is limited to courses/conferences that support roles and functions of the 911 Coordinator. Eligible expenses include: airfare, registration fee, travel costs for mileage (personally-owned vehicles or agency vehicles that employee and/or PSAP is charged a fee to use), lodging, meals, and rental vehicles.
- b. Overtime and Backfill expenses are not eligible for the above training.

3. Operations Section of County Contract

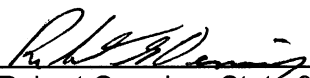
- a. The 911 Coordinator is responsible for ensuring training funds are used for 911-related training, specific to the 911 position. If in doubt of eligibility, the 911 Coordinator is to contact the State Office to verify reimbursement eligibility prior to incurring expenses.

- b. Counties are reimbursed for the following training under the Operations Section of the county contract:
 - 911 Coordinator Training: Funding is not to exceed \$3,000 per year. Eligible training is limited to courses/conferences that will support the roles and functions of the 911 Coordinator. Substitution of the 911 Coordinator may be eligible, if approved by the State Office prior to incurring expenses.
 - 911 Public Education Coordinator Salary: Funds may also be used for travel reimbursement for participation and attendance at State E911 Sponsored E911 Public Education Workshops.
 - MSAG Coordinator/Mapping Administrator Training: Funding is not to exceed a combined total of \$5,000. Eligible training is limited to courses that support the roles and functions of the MSAG Coordinator and/or Mapping Administrator.
 - Information Technology Support Training: Funding to train internal employee(s) to maintain 911 equipment is not to exceed \$2,000 per year. Maintenance funds may also be used to train internal employee(s) to maintain 911 equipment.
 - Call Receiver Training: For the purpose of this policy, Call Receiving is defined as documented time for a person, sitting at a console, hired, trained and prepared to answer 911 calls. Funding is not to exceed a pooled amount calculated at \$2,000 per year per call receiver who spends at least 50 percent of their time answering 911 calls. Call receivers who spend less than 50 percent of their time answering 911 calls are authorized to use the pooled call receiver training funds but are limited to call receiver certification training only. Eligible training is limited to courses that support call receiver roles and functions.
 - Call Receiver Training Salary may be used for new call receiver salaries. Each PSAP is limited to \$2,000 per new hire while enrolled in internal/external training. This does not increase total pooled call receiver training funds.
- c. Eligible expenses include: registration fees, on-line training, overtime and backfill (not claimed for reimbursement under Salaries), pay differential while training, actual travel costs for mileage (personally-owned vehicle or agency vehicle that employee and/or PSAP is charged a fee to use), per diem, lodging, and rental vehicles for out-of-area conference/training attendance *Note: Back fill is only eligible for Call Receivers on Call Receiver training.*
- d. Eligibility guidelines are attached as a reference.

4. Ineligible Costs For Training Reimbursement

- a. Back fill for 911 Coordinators, Public Education Coordinators, Training Coordinators, or Information Technology support personnel.
- b. Back fill for MSAG Coordinator and/or Mapping Administrator.
- c. Publication subscriptions.
- d. Locally-mandated training that does not directly support the roles and functions of the above positions.

Approved by:


Robert Oenning, State 911 Administrator

FY09 State E911 Training Policy Eligibility Guidelines

Operations Section of County Contract

Due to a wide variety of 911-related training available, counties are encouraged to contact the State Office to verify reimbursement eligibility prior to incurring expenses.

Listed below are some guidelines to assist in the determination of eligibility. These are eligible items:

- Medical/fire/police Call Receiver certification and re-certification and training aids
- In-House Training that directly relates to the 911 positions
- Costs associated with area familiarization, mileage and backfill, but not rental vehicles
- Training equipment which is pre-approved by the State Office with written justification for use prior to purchase
- Organizational membership if pre-approved by the State Office with evidence of a cost benefit (i.e., a greater cost savings realized with a membership than without a membership for conference attendance)
- National, Local and/or Regional user group attendance
- Conferences/workshops/courses (may include, but not limited to, domestic violence, hostage negotiation, suicide prevention, Teletype/Telecommunications Devices for the Deaf (TTY/TDD), public information courses, emergency management conferences and courses)
- Washington State Criminal Justice Training Commission (WSCJTC) Telecommunicator I, II, IV, and future courses
- On-line (*Internet-based*) 9-1-1 specific training coursework
- Leadership, supervisory and management training
- WSP A Central Computerized Enforcement Service System (ACCESS) training
- Overtime for Call Receiver training attendees
- Overtime for back-fill for Call Receiver training attendees
- Part-time backfill at straight time salary for Call Receiver attendees (*if not claimed under the salary assistance provision*)
- New hire salary limited to \$2,000 per call receiver. PSAPs are encouraged to claim full amount within 1st month of training.